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Speaker No. 1 – Bill Pollock

Speaker No. 2 – Latrisha Phillips

## Transcript

Speaker 1

This is Show Me Today. We're highlighting EPC Missouri, a statewide initiative focused on identifying and treating early psychosis as quickly as possible. When young people begin experiencing symptoms, the speed and quality of care can shape the rest of their lives. Through coordinated specialty care, communities across Missouri are working to make sure individuals and families are not navigating those first frightening moments alone. Joining us is Latricia Phillips, team leader with Compass Health. She works directly in coordinated specialty care and is helping strengthen and expand early psychosis services across Missouri. Latricia, thank you for joining us. How is Compass Health expanding the coordinated specialty of care in rural or underserved Missouri communities?

Speaker 2

Yes, we are basically trying to do a lot of outreach in the community. and partnering with schools, law enforcement, EMS, primary care offices, hospitals, pretty much everywhere in the community that we're in is very rural. So we're trying to just contact those organizations and describe, you know, what it is that we're looking to do as far as this specialty care program and the population that we're trying to help get seen and hopefully put in some really supported programs like the CSE program that we're in right now.

Speaker 1

What exactly is early psychosis and what could family members look for in terms of early warning signs that they should pay attention to?

Speaker 2

So really, when we're looking at early psychosis, especially with our program, we're looking at 15 to 35 year olds. So typically what you might see in a family, there could be changes in behavior. There could be isolation or really shifts in maybe how they engaged with family and friends or schools. prior. There could be some observable experiences that they might be seeing talking to themselves or responding to stimuli or basically an experience that we

can't see. And a lot of the times we partner with our families and educate the community and our families that we have a shared reality. And then if there is something that that person is experiencing that we're not sharing that reality, that could be a sign that they're experiencing some psychosis. So it's basically just an altered perception that maybe we're not hearing or seeing potentially voices or seeing things. there's a various like hallucinations that could be witnessed from auditory to smell to seeing or hearing other people or things that we can't hear or see. So that would be kind of the beginning education that we would provide is just differences in their behavior, their grades dropping, becoming less social, really altered, change in how they've behaved normally.

Speaker 1

Latricia Phillips is a team leader with coordinated specialty care with Compass Health, joining us here on Show Me Today. What barriers do families face when trying to access early psychosis services? And how are you and Compass Health working to reduce them?

Speaker 2

One of the biggest challenges is stigma. There's a lot of internal stigma. There's societal stigma. So a lot of the times, our biggest obstacle is validating and normalizing. And actually, individuals experiencing psychosis are far more likely to be victims of a crime or something like that versus being a perpetrator. So that's one of the biggest things that we look at is just kind of that stigma that could be going on. We use our peer services a lot within our program where we have a lived experience person on the team that experiences psychosis and is able to kind of speak to that and normalize and validate the experiences and fears and everything that the person or the family might be experiencing. The second to that is a lot of what we do is really wraparound services. So we want to ensure that they're getting served by their primary care doctors, that they're getting all of those the support and services that we can provide as a coordinated specialty team, which includes therapy, case management, supported employment and education. So we really try to do a very well-rounded kind of support system and then partner with the communities to ensure that if there's any environmental or logistic barriers, if we can help provide resources to help get natural supports or something in place that would basically be able to remove that as a barrier for the family seeking supports. And I should probably process as well if there's like insurance and issues like that. One thing that we have done is that we have outreach and enrollment specialists that work with Medicaid in the state and they can actually help them apply for insurance and things like that and then kind of track those applications and make sure that there's no deficit and those get to the right places by the right time and kind of they can get in there to try to qualify for that support and that insurance.

Speaker 1

Yeah. Latricia, is the first step going to the family doctor? And then where do you and Compass Health kind of fit in, terms of steps taken?

Speaker 2

So generally we get a lot of referral sources from individuals that either know about Compass within the community and refer families or clients to us. But we also go out into the community. So it could be that you're at your local church or gas station or police station or the school and we go out to those places and provide outreach and education about our program and what psychosis looks like. And our biggest reach is that since we're in a very rural area, we really try to find out, you know, what are the disconnect with a person maybe getting services. And so one of our biggest steps is helping them get through the doors, figuring out like the intake process, and even if it's not our program, still connecting them with appropriate resources and supports to try to help meet their needs.

Speaker 1

Missouri is home to diverse communities with different cultural perspectives on mental health. How do you ensure that services are responsive and accessible across the state?

Speaker 2

We use a lot of radical acceptance, just accepting where a family or that culture might be and recognizing a lot of maybe generational patterns or cultural differences and try to be mindful and respectful of all of those at all times. and really just try to partner with, if they desire to follow through with getting supports or services, we just really meet them where they're at, make sure that we can assist them if it's, you know, paperwork or if we do need an interpreter, for instance, if we're looking at, you know, language differences or hearing impaired, we really try to ensure that we have equal access to all individuals as much as possible.

Speaker 1

That's Latricia Phillips from Compass Health. There's a conference coming up later this month, the 24th and the 25th. It's the 2026 Early Psychosis Care Conference at the Sheridan Kansas City at Crown Center. Will you be there?

Speaker 2

Yes, I will. And my team actually will be speaking as a team at the conference.

Speaker 1

Oh, great. Okay. For people that might be interested in this, tell me a little bit about the event itself.

Speaker 2

So a lot of it is going to be educational, but there's also a lot of opportunities to network and talk with a lot of different individuals in the field. especially with early psychosis care in this specific coordinated specialty program across the state, we want to ensure that people have access to all of the resources that can come from case management, supported employment and education, peer support, psychiatry, therapy, and it is very diverse. So there could be sessions on multiple diagnoses, for instance, you know, autism and psychosis, or there could be opportunities to learn about a certain medication and why a pill format versus an injectable is more successful with the client. So anywhere from families that experience this, the clients that might experience psychosis, or the treatment teams that help support individuals going through these experiences, everyone at those conferences are very fully invested and knowledgeable about what psychosis is, treatment, evidence-based practices, and the types of supports that need to come and abundance for this particular population.

Speaker 1

And then where can people find more information about Compass Health?

Speaker 2

[Compasshealthnetwork.org](http://Compasshealthnetwork.org).

Speaker 1

Okay.

Speaker 2

And that will kind of list all of the locations. We're across Missouri and we have several offices. We also have behavioral health, primary care, and dental now. So not every office offers dental and primary care, but we are trying to build on that. But we are across Missouri, so we have several offices, so it would take you to all the locations, any information you might need from the portal, or even if somebody's looking to find a career in behavioral health with Compass.

Speaker 1

Okay, and then for those people that might be interested at attending this conference in Kansas City on the 24th and 25th, where can they go to register?

Speaker 2

You can go to [epcmissouri.org](http://epcmissouri.org). And then once that website loads, there is a link right at the top that says registration now open for the March 24th through the 25th conference. And if you click on that, then it'll bring you to the information and then you can click on register from there.

Speaker 1

Yep. Oh, there it is. Yeah, I followed it. That's good. All right. Well, good luck to you and your team. Yeah, presenting. Yeah.

Speaker 2

Thank you so much.

Speaker 1

Yeah, and thank you for your time.

Speaker 2

And thank you for allowing us to speak about EPC and.

Speaker 3

Show Me Today.